



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

US Xchange of Illinois, L.L.C.
Choice One
Choice One Communications

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.43	3.87	3.33	3.54
B. Operator Answer Time - Information [730.510(a)(1)]	2.02	2.04	2.03	2.03
C. Repair Office Answer Time [730.510(b)(1)]	24.00	23.00	26.00	24.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	24.00	23.00	26.00	24.33
E. Percent of Service Installations [730.540(a)]	77.78% *	73.33% *	62.50% *	71.20% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	77.50% *	68.75% *	75.93% *	74.60% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.82	0.66	1.87	1.12
H. Percent Repeat Trouble Reports [730.545(c)]	12.82%	4.76%	7.86%	8.46%
I. Percent of Installation Trouble Reports [730.545(f)]	11.11%	26.67% *	12.50%	18.75%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

"Percent service installations" does not account for customer-requested delays. "Number of installations after X business days" is based on days from loop delivery by ILEC.



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